

Electronic Claims:

- Site Registration
- Site Navigation
- Site Training
- FAQs

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Introduction and Overview

The Department of Health and Human Services (DHHS) strives to modernize and enhance the processes and systems used to better serve you as a provider to the Department.

The Department's goal is to provide you with a more convenient experience to get the information you need in a timely manner. With the automated Claim Form you will submit your claim electronically and you will have a fast and convenient way to stay up-to-date on your claim and Explanation of Payment status. You also have the option of logging in to your account to view your account activity at any time.

This document contains information and instruction for using the online DHHS Claims portal. Questions should be directed to the DHHS Help Desk at 800-722-1715 during the office hours of 7:00 a.m. and 6:00 p.m.

Section I – Prerequisites

To use the online claims processing site, you must:

- Have internet access, using one of the following internet browsers
 - Microsoft Internet Explorer, version 7.0 or greater
 - Mozilla Firefox, version 3.6 or greater and Apple Safari
 - *NOTE: Google Chrome browser is not currently supported.*
- Have a registration letter containing your organization's ID and Personal Identification Number (PIN).

Section II – Creating an Account

From your internet browser, (Internet Explorer, Mozilla Firefox or Apple Safari), go to

<https://ecmp.nebraska.gov/DHHS-Claims>

1. If you have not yet registered online, click the Register Here link under the NEW USERS section.

2. You will go to a New Account Registration page. Complete all of the fields on this page. Click the Field Requirements link for details on requirements for specific fields such as Username and Password.
 - a. First Name – enter your first name.
 - b. Last Name – enter your last name.
 - c. Email Address – enter the email address to be associated with this account. *NOTE: this email address will be used for system notifications.*
 - d. Confirm Email – re-enter the email address typed above.
 - e. Username – Create a username for this account.
 - f. Password – Create a password for this account. *NOTE: the password must be at least eight characters and contain at least one uppercase letter, one lowercase letter, and one*

digit. Click the [Field Requirements](#) or [Password Rules](#) link for more information on password requirements.

- g. Password reminder questions – You must select three password reminder questions, and supply an answer for each question. These questions will be used to authenticate your identity to change your password or account information.
 - i. Select a security question from the drop-down box.
 - ii. Type your answer in the Your Answer field. This field is not case sensitive.

The screenshot shows the 'Official Nebraska Government Website' header. Below it is a banner with the text 'NEBRASKA ENTERPRISE SELF REGISTRATION' over a background of wheat. The main form is titled 'NEW ACCOUNT REGISTRATION'. It includes a red asterisk and the word 'Required' at the top left. The form is divided into three sections: 'User Information', 'Login Information', and 'Password reminder questions'. The 'User Information' section has fields for 'First Name' (filled with 'Sam'), 'Last Name' (filled with 'Sample'), 'Email Address' (filled with 'sample@nebraska.gov'), and 'Confirm Email' (filled with 'sample@nebraska.gov'). A link 'Field Requirements' is on the right. The 'Login Information' section has fields for 'Username' (filled with 'sample1'), 'Password' (filled with dots), and 'Confirm Password' (filled with dots). A link 'Password Rules' is on the right. The 'Password reminder questions' section has a dropdown for 'Question One' (selected: 'What was your first pet's name?') and a text field for 'Your Answer' (filled with 'Howie').

Official Nebraska Government Website

NEBRASKA ENTERPRISE SELF REGISTRATION

NEW ACCOUNT REGISTRATION

*** Required**

User Information Field Requirements

First Name *

Last Name *

Email Address *

Confirm Email *

Login Information

Username *

Password *

Confirm Password * [Password Rules](#)

Password reminder questions


Question One *

Your Answer *

- 3. Click Register Account.

4. If you have previously registered on this site with the same email address, you will receive the message below. Click 'Yes' to this message.

Email Address Information

 The email address you have entered is already registered with at least one other account, would you like to have the other usernames associated with this address sent to your email account?

5. A message will appear stating that your account has been created, and you are being redirected to the sign in page. If you do not see the sign in page within 10 seconds, click the [here](#) link.

Official Nebraska Government Website

NEBRASKA ENTERPRISE SELF REGISTRATION

Your account has been successfully created, you will be redirected to the sign in page in 5 seconds...

If you are not redirected, please click [here](#)

Section III – Login

These steps assume that an account has been created. If not, please follow the Creating an Account steps in Section II.

1. From your internet browser, (Internet Explorer or Mozilla Firefox), go to <https://ecmp.nebraska.gov/DHHS-Claims>

Official Nebraska Government Website



NEBRASKA ENTERPRISE CONTENT MANAGEMENT PORTAL

LOGIN

Username:

Password:

[Reset Password](#) (Non-State Employees)
[Update User Account Information](#) (Non-State Employees)

NEW USERS

If you are a first time user and have not yet registered for an account, click the link below and follow the instructions
[Register Here](#) (Non-State Employees)

THIS IS A GOVERNMENT COMPUTER SYSTEM. UNAUTHORIZED ACCESS IS PROHIBITED. ANYONE USING THIS SYSTEM IS SUBJECT TO MONITORING. UNAUTHORIZED ACCESS OR ATTEMPTS TO USE, ALTER, DESTROY OR DAMAGE DATA, PROGRAMS OR EQUIPMENT COULD RESULT IN CRIMINAL PROSECUTION.....

-
2. In the Username field, enter the username created for this site.

Username:

-
-
3. In the Password field, enter the password created for this site.

Password:

-
-
-
4. Click Login.

-
-
-
-
5. The first time you log in, you will be prompted to enter your Organization ID and PIN. These values can be found on the registration letter sent to you by DHHS. Please contact your Local Office – Resource Development representative to request this letter.

The screenshot shows the 'Official Nebraska Government Website' header. Below it is the 'NEBRASKA ENTERPRISE CONTENT MANAGEMENT PORTAL' title with the state seal on the left. The subtitle is 'Department of Health and Human Services : Claims'. On the right are links for 'Help/Support' and 'Log Out'. The main content area is titled 'WELCOME' and contains a message about modernizing child care subsidy payments. It then states that users must provide an Organization ID and a secure PIN. Below this text are two input fields: 'Organization ID:' and 'PIN:'. A 'Submit' button is located at the bottom of the form.

-
-
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-
6. In the Organization ID field, enter your Organization ID number.

-
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-
7. In the PIN field, enter your PIN.

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-
8. Click Submit.

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-
-
9. You will be taken to the Welcome page.

Section IV – Site Navigation

This section provides an overview of the different areas accessible within the DHHS Claims portal, and deals with navigation of the site. Specific questions regarding documents – or the information on those documents – should be directed to your Local Office/RD Worker or the DHHS Auto Response Toll-Free Number (800) 383-4278 to inquire about a claim.

When you first sign into the portal, you will be taken to the Welcome page.

The screenshot shows the 'NEBRASKA ENTERPRISE CONTENT MANAGEMENT PORTAL' for the Department of Health and Human Services: Claims. The header includes the state seal and navigation links for 'Help/Support' and 'Log Out'. The main content area is titled 'WELCOME NEBRASKA PROVIDERS' and features a 'YOUR CLAIMS DOCUMENTS' sidebar with links to 'Welcome', 'Open Claims', 'Submitted Claims', 'EOPs (Explanation Of Payments)', 'Authorization Notices', and 'Manage Organizations'. The main text area welcomes providers, explains the system's purpose, and lists navigation options. A 'IN THE BOX' section contains a tax-related announcement with a phone icon and contact information.

NEBRASKA ENTERPRISE CONTENT MANAGEMENT PORTAL
Department of Health and Human Services : Claims

[Help/Support](#) [Log Out](#)

YOUR CLAIMS DOCUMENTS

Welcome
Latest news and updates from DHHS
▶ [View Welcome Page](#)

Open Claims
Claim Forms that have been recently created can be viewed, filled out and submitted here
▶ [View Open Claims](#)

Submitted Claims
Claim Forms that have been previously submitted can be viewed here for reference
▶ [View Submitted Claims](#)

EOPs (Explanation Of Payments)
Explanation Of Payments documents generated for your organization can be viewed here.
▶ [View EOPs](#)

Authorization Notices
Authorization Notices generated for your organization can be viewed here.
▶ [View Notices](#)

Manage Organizations
Add additional organizations to this account to view and submit their documents. (Org ID and PIN required)
▶ [Manage Orgs](#)

WELCOME NEBRASKA PROVIDERS

Thank you for your service to the Nebraska Department of Health and Human Services. It is our ongoing desire to modernize and enhance the processes and systems used by the Department of Health and Human Services (DHHS) to better serve you as an approved state provider. The Department's goal is to provide you with a more convenient experience to get the information you need in a timely manner.

With the automation of Provider Claims you will submit your claim electronically and you will have a fast and convenient way to stay up-to-date on your claim and Explanation of Payment (EOP) and Service Authorization status. This new system will also notify you when claims, EOPs, Service Authorizations are approved by sending an e-mail to your registered e-mail account. You will also have the option of simply logging into your account to view your account activity at any time.

The following website provides you the ability to navigate through:

- Receive open and submit electronic claims with real-time data validation;
- View previously submitted claims;
- View Explanation of Payments (EOP);
- View/search all relevant Service Authorization Notices; and
- Manage your account (register an email account to receive email notifications).

"IN THE BOX"

IT'S TAX TIME AGAIN!
We have been getting calls.... **DON'T WORRY YET!!**
If you are waiting for a W-2, 1099, or Earnings Information Letter they will be mailed the last 10 days in January....
If you do not have what you need by February 13th
CONTACT YOUR RD WORKER.
Do not hesitate to call
1-800-722-1715
with questions
THANK YOU FOR THE CALL!

Open Claims

The Open Claims section contains all the open claims available to be filled out by the organization. You can switch organizations by using the drop down. If you do not see one of your organizations you can add them using the "Manage Organizations" link on the left.

You are able to limit your searching options based on multiple fields. The more information you enter to search by, the narrower your results will be.

OPEN CLAIMS:

- Search, submit, print, and download electronic claims for your organization(s)
- Remove open claims you no longer need
- Receive real-time validation of submitted data against n-focus authorization

Searching

Select organization and billing month you would like to see open claims for - click Search.

To define your search results, you may also complete some or all of the following fields; client first name, client last name, client ID, service authorization #.

**A search will not return more than 250 results. Results will be returned in alphabetical order, by client last name.*

Claims For Organization: Any

Billing Month: May, 2014

Client First Name:

Client Last Name:

Client ID:

Service Authorization #:

Search

Select 'Search'. You will be taken to a screen that will display open available claims.

You may also narrow your search within the open claims screen by entering more specific information in the search fields, and selecting 'Search'.

Open Claims

Organization:
Any

Billing Month:
Any

Client First Name:

Client Last Name:

Client ID:

Authorization #:

Search

Returned 4 results

TRAN, PHAN (54015766)
FOR BILLING MAY 2014 SERVICES (DY)

TRAN, PHAN (54015766)
FOR BILLING MAY 2014 SERVICES (HR)

TRAN, PHAN (54015766)
FOR BILLING MAY 2014 SERVICES (DY)

TRAN, PHAN (54015766)
FOR BILLING MAY 2014 SERVICES (HR)

Claim: 68176782-1
Remove
Print

Client Name
TRAN, PHAN

Client ID Number
54015766

Service Authorization
[97170407](#)

Service Code
9946

Service From Date

Service Through Date

Frequency
DY

Units

Rate

Total
\$0.00

Customer Obligation

DHHS Charge
\$0.00

☐ I acknowledge the [Terms And Conditions](#)

Submit

Total Amount Submitted: \$0.00 [\(reset\)](#)

☐ Auto Advance To Next Claim On Submit

When you select the claim line you want to process, claim information will be displayed on the right. You will enter claim information here (Service date, unit, rate, and customer obligation).

Claim: 68176782-1
Remove
Print

Client Name
TRAN, PHAN

Client ID Number
54015766

Service Authorization
[97170407](#)

Service Code
9946

Service From Date

Service Through Date

Frequency
DY

Units

Rate

Total
\$0.00

Customer Obligation

DHHS Charge
\$0.00

☐ I acknowledge the [Terms And Conditions](#)

Submit

Open Claims

Organization:
Any

Billing Month:
Any

Client First Name:

Client Last Name:

Client ID:

Authorization #:

Search

Returned 4 results

TRAN, PHAN (54015766)
FOR BILLING MAY 2014 SERVICES (DY)

TRAN, PHAN (54015766)
FOR BILLING MAY 2014 SERVICES (HR)

TRAN, PHAN (54015766)
FOR BILLING MAY 2014 SERVICES (DY)

TRAN, PHAN (54015766)
FOR BILLING MAY 2014 SERVICES (HR)

Claim: 68176782-1

Remove

Print

Client Name

TRAN, PHAN

Client ID Number

54015766

Service Authorization

[97170407](#)

Service Code

9946

Service From Date

Service Through Date

Frequency

DY

Units

Rate

Total

\$0.00

Customer Obligation

DHHS Charge

\$0.00

☐ I acknowledge the [Terms And Conditions](#)

Submit

Total Amount Submitted: \$0.00 ([reset](#))

☐ Auto Advance To Next Claim On Submit

You will be prompted to acknowledge terms and conditions prior to submitting your first claim on each log-in (session).

- Total amount submitted, **per session**, will be displayed at bottom left.

Remove/Hide Claims

Within the Open Claims menu, you are able to remove (hide) claims that you no longer want displayed on your open claims search results. This will allow for cleaner searching/listing (if you have claims for your organization that may not be fulfilled).

Claims that you choose to remove will remain retrievable on the portal 6 months from the claim date. This will allow you to retrieve the removed claim if needed. After 6 months from claim date, claims that have been removed will not be available for you to access.

To remove a claim from your listing, select the claim line you want to remove and select, "Remove."

Open Claims

Organization: Any Billing Month: Any Client First Name: Client Last Name: Client ID: Authorization #: Search

Returned 4 results

TRAN, PHAN (54015766)
FOR BILLING MAY 2014 SERVICES (DY)

TRAN, PHAN (54015766)
FOR BILLING MAY 2014 SERVICES (HR)

TRAN, PHAN (54015766)
FOR BILLING MAY 2014 SERVICES (DY)

TRAN, PHAN (54015766)
FOR BILLING MAY 2014 SERVICES (HR)

Claim: 68176782-1 Remove Print

Client NameTRAN, PHAN

Client ID Number54015766

Service Authorization[97170407](#)

Service Code9946

Service From Date

Service Through Date

FrequencyDY

Units

Rate

Total\$0.00

Customer Obligation

DHHS Charge\$0.00

☐ I acknowledge the [Terms And Conditions](#)

Submit


Total Amount Submitted: \$0.00 [reset](#)

☐ Auto Advance To Next Claim On Submit

The claim you hide will be removed from your listing of open claims. You will be able to view and restore removed claims from the Open Claims page.

Removed Claims

If you want to view claims you have previously removed from your search results, click on View (below).

 Recently Removed Claims

View

[What's this?](#)

Authorization Notices

The Authorization Notices page allows you to search and view Service Authorization notices generated for your organization. Please Note: The Web portal only contains Service Authorizations that were created, updated, or discontinued after July 18, 2012. Service Authorizations that were created, updated, or discontinued prior to this date are not available on the Web Portal.

SERVICE AUTHORIZATION NOTICES

- Search, submit, and print service authorization notices for your organization(s)
- Search by new, discontinued, or updated service authorizations

Please note: To view and save service authorization notices, you must have Adobe Reader. This can be downloaded at: <http://get.adobe.com/reader/>

Notices For Organization:

BROTHER, RICK

Notice Type:

New Service

Client First Name:

Client Last Name:

Search

To search for Service Authorization Notices related to your organization, select the appropriate Notice Type (**New Service, Updated Service, Discontinued Service, or All**) from the drop down list. Or if you would like to search for a specific Service Authorization, type the client first/last name. Click **Search**.

SERVICE AUTHORIZATION NOTICES

- Search, submit, and print service authorization notices for your organization(s)
- Search by new, discontinued, or updated service authorizations

Please note: To view and save service authorization notices, you must have Adobe Reader. This can be downloaded at: <http://get.adobe.com/reader/>

Notices For Organization:

Notice Type:

Client First Name:

Client Last Name:

Authorization Number	Client Name	Created Date	
12554413	JACKSON, MELANIE	04/23/2014	<input type="button" value="View"/>
87704930	JACKSON, MELANIE	04/30/2014	<input type="button" value="View"/>

To view a Service Authorization, click on **View** next to the authorization you wish to view. The Service Authorization will be displayed as a PDF on a new page for viewing, saving, or printing.

Submitted Claims

The Submitted Claims section contains claims that you have already submitted. You can switch organizations by using the drop down. If you do not see one of your organizations you can add them using the "Manage Organizations" link on the left.

Although the form can no longer be edited, you can view the information for a claim by clicking the view button. The form will open in a new window.

Submitted Claims

Organization:
Any

Billing Month:
Any

Client First Name:

Client Last Name:

Client ID:

Authorization #:

Search

Showing 10 of undefined results

JACKSON, MELANIE (45103697)
03/21/14 (OC)

JACKSON, MELANIE (45103697)
03/21/14 (OC)

JACKSON, MELANIE (45103697)
03/26/14 (OC)

JACKSON, MELANIE (45103697)
04/23/14 (OC)

OLSON, JAKE (03242530)
04/08/14 (OC)

TRAN, BARB (61351781)
04/08/14 (OC)

TRAN, PHAN (54015766)
FOR BILLING MARCH 2014 SERVICES (DY)

TRAN, PHAN (54015766)
FOR BILLING MARCH 2014 SERVICES (HR)

TRAN, PHAN (54015766)
PRIOR BILLING (DY)

Claim: 50850135-1

Print

Client Name

JACKSON, MELANIE

Client ID Number

45103697

Service Authorization

[79703893](#)

Service Code

4017

Service From Date

03/21/2014

Service Through Date

03/21/2014

Frequency

OC

Units

1

Rate

35

Total

35.00

Customer Obligation

0.00

DHHS Charge

35.00

Submitted On

03/28/2014

EOPs (Explanation of Payments)

The EOPs section contains Explanation of Payment (EOP) forms that have been generated for your organization. You can switch organizations by using the drop down. If you do not see one of your organizations you can add them using the "Manage Organizations" link on the left.

To view the EOP simply click the "**View**" button next to the EOP you wish to see. The document will open in a new window.

EOPS (EXPLANATION OF PAYMENTS)

This page provides the ability to:

- View EOPs (Explanation of Payments) generated for paid claims; and
- Print and save EOPs.

Please note: To view and save EOPs, you must have Adobe Reader. This can be downloaded at: <http://get.adobe.com/reader/>

EOPs For Organization: Any

IssueDate	EOP type	Payment Number	
04/02/2014	PAYMENT (ACH)	734750002	View
04/02/2014	PAYMENT (ACH)	734750008	View
03/28/2014	NONPAYMENT		View

Manage Organizations

The Manage Organizations section allows you to add the various organizations you wish to manage electronically. To add new organization enter the Org ID and PIN that were provided in your registration letter and press the Add Organization button.

You may also remove organizations you no longer wish to control by clicking the remove button when reviewing the list. Occasionally PIN numbers can change. If this occurs the Organization will be listed as

invalid and you will not be able to submit claims. To resolve the problem, remove the invalid organization and add it again using the new PIN provided to your organization.

MANAGE ORGANIZATIONS

- Add additional organizations to your account
- Remove organizations from your account
- Manage email notifications for:
 - Open Claims
 - EOPs
 - Authorizations

To add new organizations enter the Org ID and PIN that was provided to you and select "Add Organization". You can remove organizations you no longer control by selecting the "Remove" button next to that organization. Occasionally PIN numbers can change. If this occurs the Organization will be listed as invalid and you will not be able to submit claims. To resolve the problem "Remove" the invalid organization and add it again using the new PIN provided to your organization.

Organization Name	ID		
PARKVIEW SERVICES LLC	96246122	Notifications	Remove

Add An Additional Organization

Org ID: PIN:

Section V – Other Site Options

Log Out

1. To Log Out of the DHHS Claims portal, place your mouse over the Log Out words at the top of the screen.
2. Click on Log Out.

Official Nebraska Government Website



NEBRASKA ENTERPRISE

CONTENT MANAGEMENT PORTAL

Department of Health and Human Services : Claims

 [Help/Support](#)  [Log Out](#)



YOUR CLAIMS DOCUMENTS

Open Claims

Claim Forms that have been recently created can be viewed, filled out and submitted here

[View Open Claims](#)

Outstanding Claims

WELCOME

Thank you for your service to the Nebraska Children and Families who receive Child Care subsidy payments. It is our ongoing desire to modernize and enhance the processes and systems used by the Department of Health and Human Services (DHHS) to better serve you as a licensed Child Care Center.

The Department's goal is to provide you with a more convenient experience to get the information you need in a timely manner. With the automated Child Care Claim Form you will submit your claim electronically and you will have a fast and convenient way to stay up-to-date on your claim and EOP status. You also have the option of simply logging in to your account to view your account activity at anytime.

3. You will see a message stating that you have successfully logged out.



Reset Password

To reset your password (in case it cannot be remembered) complete the following:

1. Go to the Login page.
<https://ecmp.nebraska.gov/DHHS-Claims>
2. Click the Reset Password link.

Official Nebraska Government Website



NEBRASKA ENTERPRISE CONTENT MANAGEMENT PORTAL

LOGIN

Username:

Password:

[Reset Password \(Non-State Employees\)](#)
[Update User Account Information \(Non-State Employees\)](#)

NEW USERS

If you are a first time user and have not yet registered for an account, click the link below and follow the instructions
[Register Here \(Non-State Employees\)](#)

THIS IS A GOVERNMENT COMPUTER SYSTEM. UNAUTHORIZED ACCESS IS PROHIBITED. ANYONE USING THIS SYSTEM IS SUBJECT TO MONITORING. UNAUTHORIZED ACCESS OR ATTEMPTS TO USE, ALTER, DESTROY OR DAMAGE DATA, PROGRAMS OR EQUIPMENT COULD RESULT IN CRIMINAL PROSECUTION.....

3. On the Password Reset Login page, enter your username in the field.

Official Nebraska Government Website

NEBRASKA ENTERPRISE SELF REGISTRATION

PASSWORD RESET LOGIN

Enter your Username:

4. Click the Search button.
-
5. You will be prompted to enter responses to the three security questions created when your account was established. Enter all three answers. *NOTE: Answers are not case sensitive. Your questions may differ from those pictured below.*

Official Nebraska Government Website

NEBRASKA ENTERPRISE SELF REGISTRATION

PASSWORD RESET LOGIN

What are the last 5 digits of your driver's license number?

In what town was your first job?

What was your childhood phone number including area code?

NOTE: Answers are NOT case sensitive

- Click the Submit button.

- On the Password Reset screen, enter your new password in the New Password field. Retype the password in the Confirm New Password field. Click the Password Rules link for information on password requirements.

Official Nebraska Government Website

NEBRASKA ENTERPRISE SELF REGISTRATION

PASSWORD RESET

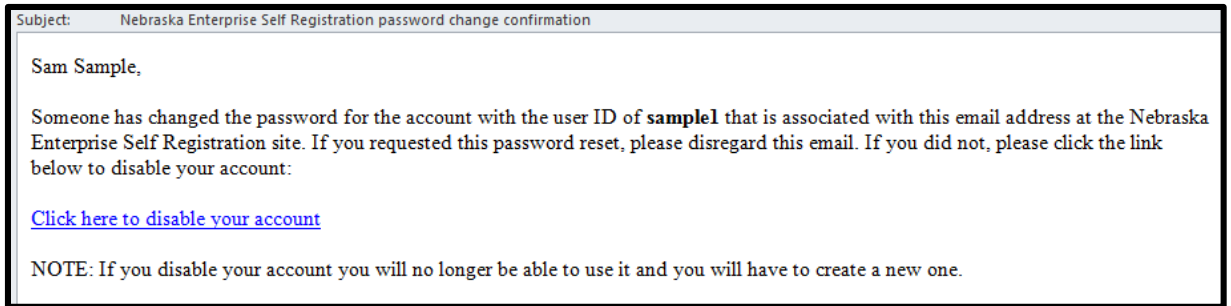
New Password:

Confirm New Password:

 [Password Rules](#)

- Click the Submit button.

- You will be redirected to the Login page. As a safety measure, an email from donotreply@nebraska.gov will be sent to the email address associated with the account confirming the password change.



Update User Account Information

Use the Update User Account Information area to make changes to the account information (name, email, security questions, etc.) entered when the account was created. *NOTE: The username cannot be changed.* To update the user account information, complete the following:

1. Go to the Login page.
<https://ecmp.nebraska.gov/DHHS-Claims>
2. Click the Update User Account Information link.



3. On the Account Management Login page, enter your username and password.

Official Nebraska Government Website

NEBRASKA ENTERPRISE SELF REGISTRATION

ACCOUNT MANAGEMENT LOGIN

Username:

Password:

- Click the Login button.

Login

- You will be presented with one of the three security questions chosen when the account was created. Type the answer in the Your Answer field. *NOTE: Answers are not case sensitive. Your question may differ from the one pictured below.*

Official Nebraska Government Website

NEBRASKA ENTERPRISE SELF REGISTRATION

CHALLENGE/RESPONSE SECURITY CHECKPOINT

Access to this system is enhanced by a Challenge/Response system.
Please enter the answer that you supplied for the question below.

NOTE: Multiple failures to provide the correct answer will lock out your account.

Your Question:

If this question is not familiar to you or you forgot your answers
please contact the OCIO Help Desk for assistance.

Your Answer:

NOTE: Your answer is not case sensitive.

- Click the Continue button.

Continue

- You will be taken to the Account Management screen. Change and update any necessary information. Click the Field Requirements link for detailed information on the requirements for each field. *NOTE: the Username cannot be changed once it has been established.*
- When you are finished updating, click Update Account.

Update Account

Help/Support

Printable training guides and videos are available on the Help/Support website. For your convenience guides are specific to each area of the portal.

Click on the link pertaining to functionality you need help with and a document will display in PDF format.

The screenshot shows the 'Official Nebraska Government Website' header with the state seal and the title 'NEBRASKA ENTERPRISE CONTENT MANAGEMENT PORTAL'. Below the title is 'Department of Health and Human Services : Claims'. A 'Help/Support' link is circled in red, next to a 'Log Out' link. The main content area is titled 'HELP' and includes contact information for the DHHS Helpdesk, a list of 'Printable Training Guides' (such as 'How to Register an Account and Login (PDF)', 'How to View and Submit Open Claims (PDF)', etc.), and a list of 'Training Videos' (such as 'How to Register and Login to the Web Portal', 'How to View and Submit Open Claims', etc.). A red notice at the bottom states: 'N-Focus weekly maintenance is done every Sunday from 5:00 pm – 7:00 pm (CT). During this time, providers will NOT be able to submit claims electronically through the web portal.'

Official Nebraska Government Website

NEBRASKA ENTERPRISE CONTENT MANAGEMENT PORTAL

Department of Health and Human Services : Claims

[Help/Support](#) [Log Out](#)

YOUR CLAIMS DOCUMENTS

Welcome
Latest news and updates from DHHS
[View Welcome Page](#)

Open Claims
Claim Forms that have been recently created can be viewed, filled out and submitted here
[View Open Claims](#)

Submitted Claims
Claim Forms that have been previously submitted can be viewed here for reference
[View Submitted Claims](#)

EOPs (Explanation Of Payments)
Explanation Of Payments documents generated for your organization can be viewed here.
[View EOPs](#)

Authorization Notices
Authorization Notices generated for your organization can be viewed here.
[View Notices](#)

Manage Organizations
Add additional organizations to this account to view and submit their documents. (Org ID and PIN required)
[Manage Orgs](#)

HELP

You can contact the DHHS Helpdesk between the hours of 7:00 am to 6:00 pm (CDT) at #800-722-1715.

Training/Support Materials

The links below will provide you with additional information to assist you with using the Web Portal:

Printable Training Guides

- [How to Register an Account and Login \(PDF\)](#)
- [How to View and Submit Open Claims \(PDF\)](#)
- [How to View Submitted Claims and EOPs \(PDF\)](#)
- [How to Search and View Service Authorization Notices \(PDF\)](#)
- [How to Manage Organizations \(PDF\)](#)
- [How to Log Out, Reset Password, and use Help/Support Materials \(PDF\)](#)
- [Frequently Asked Questions \(PDF\)](#)

Training Videos

- [How to Register and Login to the Web Portal](#)
- [How to View and Submit Open Claims](#)
- [How to View and Search Service Authorizations](#)
- [How to View Submitted Claims and EOPs](#)
- [How to Manage Organizations](#)

N-Focus weekly maintenance is done every Sunday from 5:00 pm – 7:00 pm (CT). During this time, providers will NOT be able to submit claims electronically through the web portal.

Section VI: Frequently Asked Questions (FAQ)

Accessing the site

Q: *What do I need to submit and manage my claims online?*

A: You will need the following:

1. A computer with an internet connection.
2. A supported internet browser (Microsoft Internet Explorer or Mozilla Firefox).
3. Your Organization ID and PIN, provided in the registration letter from DHHS.

Q: *What internet browsers are supported?*

A: To utilize the claims portal, use Microsoft Internet Explorer 7.0, Firefox 3.6 or greater and Apple Safari (Google Chrome is not supported).

Q: *What is the URL/web address for the online claims portal?*

A: Type the following address in your browser window: <https://ecmp.nebraska.gov/DHHS-Claims>, it is essential to have the complete address, otherwise you will experience issues getting into the site.

Q: *Are my PIN and password the same?*

A: No. Your PIN is a numeric code used to tie your organization to your online user account. The password is created by you when the account is established. The system password requirements do not allow the PIN to be used as a password. Contact the RD Staff at your local office to have the PIN reset. Login passwords can be reset by the end user.

Q: *How do I reset my password?*

A: Click the Reset Password link on the Login page. You will be required to enter your username. Then you must answer the three security questions established when the account was created. After successfully answering the security questions, you can create a new password. See Section V above for detailed instructions of this process.

Q: *Are the security questions case sensitive?*

A: No. If the answer to a security question is "Lincoln", it can be entered as "lincoln".

Q: *I do not know / I cannot remember the answers to my security questions. How can I reset my password or change account information?*

A: DHHS Support does not have access to view or change the security question responses. If you are unable to answer the questions, and cannot access the site, you can create a new user account. When creating a new account, be sure to use the same email address.

Q: *I need to create a new user account; can I use the same email address again?*

A: Yes, you can use the same email address when creating a new account. When you create the account, you will receive a message stating "The email address you have entered is already registered with at least one other account, would you like to have the other usernames associated with this address sent to your email account?" Click Yes to receive an email containing all of the usernames associated with your email address. Click No to not have the email sent.

Q: I need to create a new user account; can I use the same username again?

A: No, usernames must be unique within the system. Old or inactive usernames cannot be reused.

Q: I cannot locate my Organization ID and Personal Identification Number (PIN). What do I do?

A: Contact the RD Staff at your local office to have the PIN reset. If you are unsure who your RD Worker is, please call the Customer Service Center at 800-383-4278 for assistance. A new registration letter containing a new PIN will be generated and mailed to you within 2 to 3 business days.

Q: Does my account lock after failed login attempts?

A: Your account will be locked after **five** failed log in attempts. Once your account is locked, you will need to wait 30 minutes before attempting to log in again.

Q: I am receiving the message "Invalid User ID Or Password. Check Your Credentials and Try Again."

A: There are several things to try:

1. Ensure the username and password are both typed correctly. Both are case sensitive, so be sure your Caps Lock is not turned on.
2. Reset your password. See Section V for detailed instructions.
3. Your account may be locked due to multiple failed logon attempts. Wait 30 minutes and try to log in again.
4. If you receive this message after multiple password resets, create a new user account. See Section II for detailed instructions.

Q: I am receiving the message "No documents are available as you do not belong to any reading groups."

A: Type the following address in your browser window: <https://ecmp.nebraska.gov/DHHS-Claims>, it is essential to have the complete address, otherwise you will experience issues getting into the site.

Inside the Site

Q: I process the billings/claims for multiple organizations; can I access all of them through the same user account?

A: Yes, you can add multiple organizations to the same user account. Within the site, click the Manage Orgs link to enter the Org ID and PIN (provided in the registration letter). See Section V for detailed instructions.

Q: How do I view claim documents for multiple organizations?

A: First, ensure the additional organization(s) have been added to your user account. Review Section V for detailed instructions. Once added, you can switch between organizations by selecting the desired organization from the drop-down box at the top of each page.

Q: What if a client's name is not showing on my on-line claims?

A: Contact RD Staff at Local Office. If unsure who your RF Worker is, please call the Customer Service Center at 800-383-4278.

Q: *I manually completed a blank form. Where do I mail it?*

A: Paper forms should be mailed to:
DHHS
P.O. Box 95026
Lincoln, NE 68509

Q: *How do I submit a claim?*

A: Each claim is submitted individually. This is done by filling out claim, agreeing to terms and conditions, and selecting 'submit'. *NOTE: Once submitted, a claim cannot be edited.*

Q: *What happens when I submit a claim?*

A: Submitted claims go into the Submitted Claims section where they can be viewed and/or printed.

Q: *How do I view and/or print a submitted claim?*

A: Click on the View Submitted Claims link. Click the View button next to the desired claim. The claim will open in a new window. Click the Print button to print the claim form.

Q: *How do I know if a claim has been paid?*

A: If a claim has been paid, you will find payment information under the EOP (Explanation of Payment) section. Please allow 5 to 7 business days for payment to be processed.

Q: *What happens when I remove a claim?*

A: If you remove a claim, the claim will be removed from future search results. The removed claim will remain available on the portal 6 months after the claim date.

Q: *Why am I not receiving my Explanation of Payment (EOP) forms in the mail?*

A: Once a provider registers online, all claims documents (claims and EOPs) are available online. Paper claims and EOPs will not be mailed.

Other Questions

Q: *What is the phone number for technical support?*

A: Technical Support is available by calling 800-722-1715 between the hours of 7:00 a.m. and 6:00 p.m. (Central Time).

Q: *Do I have to sign up for direct deposit before I can register for electronic claims?*

A: No.

Q: *How do I sign up for Direct Deposit?*

A: Go to the website to get the form/information for direct deposit:
http://dhhs.ne.gov/Pages/fis_claimsprocessing.aspx

Q: *If a new Provider has been approved with the Department of Health and Human Services will they receive a PIN?*

A: Yes, a registration letter containing their Organization ID and PIN will be mailed.

Q: *I did not receive a letter about the option of submitting my claims online. What do I do?*

A: You should contact your RD Worker and a letter will be generated and mailed to you explaining this option.

Q: *I need to change the email address associated with my account.*

A: Go to Update User Account Information. You can change your preferences here. *NOTE: if you are using your previous email address as your username, you will want to consider creating a new account.*

Q: *Who can I contact for Service Authorization updates or information?*

A: Please contact ACCESSNebraska at 800-383-4278, Lincoln Office at 402-323-3900, or Omaha Office at 402-525-1258.

Q: *I am unable to open my EOP (Explanation of Payment). What should I do?*

A: Turn off popup blocker and make sure you have the current version of adobe reader.